

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
McIlwaine et al.	)	
	)	Art Unit: <b>Unassigned</b>
Serial No.: <b>Filed Concurrently Herewith</b>	)	
	)	Examiner: <b>Unassigned</b>
Filing Date: <b>Unassigned</b>	)	
	)	
Title: <b>Method and System for Scheduled</b>	)	
<b>Delivery of Training to Call Center</b>	)	
<b>Agents</b>	)	

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**PRELIMINARY AMENDMENT**

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Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments as shown below.

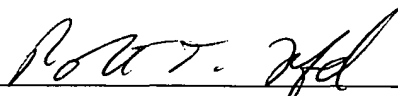
**AMENDMENT**

**In the Specification**

Please add the following claim to priority at line 5 of page 1 of the application filed herewith.

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I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail with Express Mail No. EV 242821166 US addressed to: Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 24, 2003.

  
Robert T. Neufeld, Reg. No. 48,394

## **RELATED APPLICATION**

The present application is a continuation of and claims priority to U.S. application entitled Method and System for Scheduled Delivery of Training to Call Center Agents, filed November 16, 1999, assigned Serial Number 09/442,207.

## **In the Drawings**

Please replace the original drawings with the five sheets of formal drawings submitted herewith.

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